

Request for Proposal

Translation & Interpretation Services

RFP Number: 13JAN2015_Translation & Interpretation Services

Date Issued: January 13, 2015

Due Date: January 21, 2015

Procurement Contact:

Jamie Glavin

Procurement Manager jglavin@eaaofmichigan.org 313/263-983

EDUCATION ACHIEVEMENT AUTHORITY of Michigan

About the Education Achievement Authority: The Education Achievement Authority of Michigan (the "EAA") is a statewide school system that will assume operation of the lowest five (5) percent of performing schools in the state of Michigan that are not achieving satisfactory results on a redesign plan or that are under an Emergency Manager. It is designed to provide a new, stable, financially responsible set of public schools that create the conditions, supports, tools and resources under which teachers can help students make significant academic gains. It has been initially applied to underperforming schools in Detroit and will ultimately be expanded to include low performing schools throughout Michigan.

Equal Opportunity: It is the public policy of the EAA, at all levels of procurement, to promote equal opportunity in employment and contracting opportunities. Additionally, the EAA endeavors to promote and encourage the participation of Minority Business Enterprises ("MBEs"), Women Business Enterprises ("WBEs") and small and other disadvantaged business entities, as defined by the Small Business Administration. Therefore, the EAA is committed to pursue such avenues in its employment and contracting activities, which will further the goals of this policy. Similarly demonstrated commitment, consistent with the goals of this policy, by those with whom the EAA of Michigan does business, is highly desirable.

Translation & Interpretation Services

Request for Proposal

TABLE OF CONTENTS

l.	Overview

- II. Purpose
- III. Scope of Work
- IV. Proposer Qualifications
- V. Proposal Requirements
- VI. Selection Criteria
- VII. Instructions to Proposers
- VIII. Contractual Obligations
- IX. RFP Rubric

Attachment A - Familial Disclosure Affidavit

Attachment B - Pricing

Request for Proposals

I. Overview

The EAA is based in Detroit, Michigan. For the current school year, the EAA will have an enrollment of approximately 6,200 students in grades PK-12 in the twelve (12) schools identified in this RFP (each a "Facility" and collectively the "Facilities"). These Facilities include six (6) high school buildings (grades 9-12) and six (6) elementary/middle school buildings (grades PK-8). The purpose of this RFP is to identify a proven Proposer(s) able to offer the professional services listed below.

The EAA is seeking responses from qualified entities to translation and interpretation services during the 2014-2015 school year. The EAA may select one or more entities to provide these services. The process will include a review and evaluation of a Proposer's methodology and the procedures that they will employ to provide the services contemplated by this RFP. To the extent that a Proposer has past experience providing similar services to other educational entities, this information should be highlighted and included in their proposal.

II. Purpose

The EAA requests proposals from qualified individuals and/or agencies interested in providing translation and interpretation services. Proposals will be evaluated for services to be provided during the 2014-15 school year; however, the EAA reserves the right to develop a different contractual term with the chosen Proposer(s), upon mutual agreement of the parties.

III. Scope of Work

Each item proposed is to be priced separately. If an item is not available or you do not offer it, then indicate N/A in your response. Services may be awarded to multiple Proposers.

The EAA is seeking a service provider that has the depth, breadth and quality of resources necessary to provide the following services under this RFP for translation and interpretation services. In addition, the EAA also requests any value add commodity or service that could be provided under this contract.

Awarded Proposers must provide Translation & Interpretation Services which meet the following requirements:

- 1. Translators and interpreters who are trained according to professional & ethical standards, and are experienced working with public officials, private and public organizations, program staff and clients from a variety of cultures and backgrounds.
- 2. Written policies and procedures governing the delivery of services, including the compliance with federal/state/county/city/school district rules and regulations.

- 3. Appropriate background or investigative records checks of service providers/sub-contractors.
- 4. Services to be designed and performed with a conscious emphasis on cultural sensitivity and competency, diversity, and respect.
- 5. Service availability on short notice.
- 6. Quality Assurance Plan (QAP) that describes an acceptable method for monitoring, tracking and assessing the quality of services provided. The QAP must also describe how the Proposer will identify and resolve issues related to translator and interpreter quality and/or performance, as well as customer initiated concerns and/or complaints including, but not limited to the following:
- a) Dropped calls
- b) No shows or tardiness
- c) Excessive wait times for remote interpreter service
- d) Inaccurate billings
- e) Requested interpreter qualifications not provided. Example: a "Court Certified" was ordered and confirmed but "Court Qualified" was provided)
- f) Ability to respond to and resolve customer concerns quickly

The EAA is looking for translators/interpreters with experience in any/all of the following areas:

Translators (Document)

This service involves either the translation of foreign language documents into English or the translation of English documents into a foreign language. It also includes checking computer translated documents. The Contractor usually completes these services from their own place of business. Documents for translation are submitted to the Contractor (often electronically), who then returns the translated document within a certain period of time, as specified in the contract. In some cases it may involve transcribing from a video or audio electronic file.

Interpreters (Oral – In person)

This service requires working directly with an individual who does not speak English. Oral interpreters may be required in departmental facilities within the EAA, in public facilities, in the client's residence, and/or in authorized service provider facilities.

Interpreters for the Deaf and Hard of Hearing (Sign Language)

This service involves the interpretation of verbal language into a communication mode understandable by individuals who are unable to adequately hear. It also involves the interpretation of Sign Language into verbal language. The EAA is seeking Proposers who are able to provide American Sign Language (ASL), and other forms of sign language that more closely mirror the clients' natural form of communication. For clients who are blind and deaf, a tactile interpreter will be required.

Interpretive services could involve working directly with a single client, or providing ASL or other forms of primarily non-oral communication to a large public audience for the benefit of the Deaf and Hard of Hearing. Interpreters must speak English, with Spanish

optional, to facilitate communication between the Deaf and Hard of Hearing and the service providers. Due to the physical demands of sign language, in some cases of extended service, two interpreters may be required.

Remote/Electronic/Video

This service area describes automated systems (phone/video/electronic device) that allow the requester to access the above service areas electronically. This method of service provision may require delivery of services for target languages upon demand without making any prior arrangements.

IV. Proposer Qualifications

Interested and qualified Proposers that can demonstrate their ability to successfully provide the goods and services requested under this RFP are invited to submit proposal(s), provided they meet the following requirement:

- Proposer must have three (3) years' experience, within the last five (5) years, providing a full range of services equivalent or similar to the services being requested by the EAA as described herein;
- Have the necessary capacity and infrastructure to deliver all services as outlined herein;
- Have the ability to provide their standard service level agreements (SLAs) that at a minimum adhere to the standards indicated;

<2% Translation Error Rate 99% On-time Delivery 98% Translator On-time Delivery 98% Right First Time Quality Cycle time

Agree to purchase, prior to the commencement of services, and maintain for the duration of any subsequent agreement that the EAA and a Proposer may enter into, the following insurance coverage in the minimum amounts indicated:

<u>Commercial General Liability Insurance</u>: On an "Occurrence Basis" with limits of liability not less than \$1,000,000 each occurrence, \$5,000,000 aggregate, combined single limit, Personal Injury, Bodily Injury and Property Damage. Coverage shall include the following extensions: A) Contractual Liability; B) Products and Completed Operations; C) Independent Proposer's Coverage; D) Broad Form General Liability Extensions or equivalent; E) Deletion of all Explosion, Collapse and Under group (XCU) Exclusions, if applicable.

Workers' Compensation including Employer's Liability Coverage: \$100,000 each accident, \$500,000 annual aggregate, in accordance with all applicable Michigan law.

Motor Vehicle Liability: If Proposer, or its employees, will use motor vehicles to satisfy its responsibilities, then Proposer must have a minimum amount of \$1,000,000 per occurrence combined single limit including coverage for hired or leased vehicles, and owned and non-owned vehicles with No-Fault coverage as required by law. If an insurance coverage furnished by Proposer is on a "claims made" basis, the Proposer shall continue the coverage required under the contract for a minimum period of three years after the expiration or termination of the contract.

<u>Errors and Omissions/Professional liability:</u> With limits no less than One Million Dollars (\$1,000,000) per claim and Three Million Dollars (\$3,000,000) in the annual aggregate.

In addition, Proposer shall include the following as Additional Insured: The Education Achievement Authority including its elected and appointed officials, employees, and volunteers.

V. Proposal Requirements

<u>Description of Service Model and Approach:</u> Describe your approach to providing translation services. This must include the categories of translation services and specific languages Proposer has to offer. Please also include the strategies your organization will employ to effectively execute the work in each of the areas described in Section III, above.

Experience: Include examples of your organization's experience at other schools and/or districts.

<u>Staffing Model:</u> Provide an overview of your staffing model and an outline of who will be working with the EAA in order to fulfill the responsibilities outlined in Section III, and with what frequency. A resume for each person that you are proposing as part of the bid shall be provided with certifications shall be attached. A single point of contact shall be identified in your response.

<u>Cost Information</u>: Provide an overview of the costs associated with your model. Please utilize Attachment B – Pricing, and provide information requested therein. The rate shall include supervision, labor, materials, tools, equipment, supplies, services, insurance, transportation, and other incidental requirements necessary to perform the work. The EAA will only accept invoices that contain the agreed upon hourly or per page rate.

<u>Minimum Submission Requirements:</u> Only responses submitted via <u>www.buy4michigan.com</u> shall be accepted. Any proposal that does not meet the following requirements will be deemed ineligible for further review and consideration:

- Meeting the submission deadline of January 21, 2015 at 1 p.m. EST;
- Submitting a complete proposal in Microsoft Word;
- Submitting a sworn and notarized statement disclosing any familial or social

relationship that exists between the Proposer or any employee of the Proposer and EAA staff or board members (*See* Attachment A).

<u>Contract Award</u>: The EAA reserves the right to award contract(s) in a manner deemed to be in the best interest of the EAA.

<u>Term:</u> The contract(s) potentially resulting from this RFP shall be in effect beginning February 1, 2015 through August 15, 2015 with EAA option to renew for additional 1 year term(s).

<u>Amendment or Cancellation of the RFP</u>: The EAA reserves the right to cancel, amend, modify or otherwise change this RFP at any time, if deemed in the best interest of the EAA to do so. Further, the EAA, at its option, may seek the retraction and/or clarification of any discrepancy or contradiction that may be discovered during the proposal review process.

<u>Proposer Presentation of Supporting Evidence</u>: Within the sole discretion of the EAA, Proposers may be invited to present additional evidence relating to their experience, performance, ability, and/or financial surety, all of which may assist in the evaluation of a Proposer's ability to perform the services requested in this RFP.

<u>Proposer Demonstration of Proposed Services and/or Products</u>: At the discretion of the EAA, Proposers may be required to submit additional information and/or evidence to demonstrate their ability to provide the proposed services requested in this RFP. This additional information must be provided without cost to the EAA.

<u>Erroneous Awards</u>: The EAA reserves the right to correct inaccurate awards. This may include, in extreme circumstances, revoking the awarding of a contract, and subsequently awarding said contract to another Proposer. Such action on the part of the EAA shall not constitute a breach of contract.

<u>Proposal Expenses</u>: Proposers are responsible for all costs and expenses incurred in the preparation and/or presentation of proposals.

Ownership of Proposals: All proposals shall become the sole property of the EAA and will not be returned. All of the information contained in a proposal submitted in response to this RFP is subject to the provisions of the Freedom of Information Act (FOIA), Section 15.231 et seq. of the Michigan Compiled Laws. In accordance with FOIA, records maintained or kept on file by any public agency (as defined by statute) are public records and every person has a right to inspect such records and receive a copy of such records, except as exempted under other applicable federal or state laws.

<u>Ownership of Subsequent Products</u>: Any product, whether acceptable or unacceptable, which may be developed under any contract that may be awarded as a result of this

RFP, shall be, and remain, the sole property of the EAA, unless otherwise stated in the contract.

<u>Oral Agreement or Arrangements</u>: Any alleged oral agreements or arrangements made by Proposers with any EAA appointed or elected official, employee, or volunteer is not binding and will accordingly not be considered during the evaluation process, or subsequent awarding of a contract.

<u>Sub-contractors</u>: The EAA must approve, in writing, any and all sub-contractors utilized by the successful Proposer prior to any such sub-contractor commencing work. Proposers acknowledge, by the act of submitting a proposal, that any work provided under a subsequent contract, is work conducted on behalf of the EAA and that the Chancellor or his/her designee may communicate directly with any sub-contractor as the EAA deems to be necessary or appropriate. It is also understood that the successful Proposer shall be responsible for all payment of fees charged by the sub-contractor(s). Upon request, a performance evaluation of any sub-contractor shall be provided promptly by the Proposer to the EAA. It is expected however, that the Proposer will, and must, provide the majority of services described herein.

<u>Clarifications:</u> Prospective Proposers may request that the EAA clarify information contained in this RFP. Questions for the purpose of clarifying this RFP must be submitted via www.buy4michigan.com. The EAA intends to communicate with Proposers via www.buy4michigan.com only and through no other form of communication.

Restrictions On Communication: From the issue date of this RFP until a Proposer is selected and the selection announced, a prospective Proposer shall not communicate about the subject of this RFP or a Proposer's proposal with the EAA, its Board of Directors, administrators, faculty, staff, students, or employees, except a Proposer may have communication with the aforementioned EAA personnel on matters related to the pre-proposal conference/facility walk-through, additional requests for clarification as described above, or as otherwise required by applicable law.

Addenda to the RFP: If it becomes necessary to revise any part of this RFP, the revision will be posted on www.buy4michigan.com.

RFP Information Controlling: The EAA intends that all Proposers shall have equal access to information relative to this RFP, and that this RFP contains adequate information. No information communicated, either verbally or in writing, to or from a Proposer shall be effective unless confirmed by written communication contained in an addendum to this RFP, a request for clarification, or other written response thereto, or in the Proposal.

<u>Finality of Decision:</u> Any decision made by the EAA, including the Proposer selection, shall be final.

Reservation of Rights: The EAA reserves the right, in its sole and absolute discretion, to accept or reject, in whole or in part, any or all proposals with or without cause. The EAA further reserves the right to waive any irregularity or informality in the RFP process or any proposal, and the right to award a contract to a Proposer that may not be the lowest bidder. The EAA reserves the right to request additional information from any or all Proposers. The EAA reserves the right to negotiate with the Proposers concerning their proposals. In the event a Proposer's proposal is accepted by the EAA and the Proposer asserts exceptions, special considerations or conditions after acceptance, the EAA, in its sole and absolute discretion, reserves the right to reject the proposal and award the contract to another Proposer.

<u>Release of Claims:</u> Each Proposer, by submitting their proposal, releases the EAA from any and all claims arising out of, and related to, this RFP process and selection of a Proposer.

<u>Proposer Bears Proposal Costs:</u> A recipient of this RFP is responsible for any and all costs and liabilities incurred by them, or others acting on their behalf, in preparing or submitting a proposal, or otherwise responding to this RFP, or any negotiations incidental to their proposal or this RFP.

<u>Irrevocability of Proposals:</u> All proposals submitted shall not be withdrawn and shall be irrevocable for a minimum period of one hundred twenty (120) calendar days following the Due Date for receipt of proposals set forth above.

<u>Collusive Bidding:</u> The Proposer certifies that their proposal is made without any previous understanding, agreement or connection with any person, firm or corporation making a proposal for the same service, and is in all respects fair, without outside control, collusion, fraud or otherwise illegal action.

PROPOSAL SUBMISSION DEADLINE AND REQUIREMENTS

In addition to the requirements outlined above, the following must be adhered to in an effort to ensure proper consideration of your proposal:

<u>Due Date</u>: January 21, 2015 at 1 p.m. EST via www.buy4michigan.com

<u>Late Proposals:</u> Each Proposer is responsible for submission of its proposal. Proposals or proposal revisions received after the due date will not be accepted or considered. The EAA is not liable for any delivery or other delays.

<u>Disqualification:</u> Any proposal not providing the required information, or not conforming to the format specified herein, may be disqualified on that basis. Proposals must: (i) demonstrate an understanding of the scope of services requested under this RFP; (ii) demonstrate the ability to provide the Translation & Interpretation Services set forth in this RFP and any subsequent contract the parties may enter into; and (iii) include all necessary and relevant information that will enable the EAA to thoroughly

evaluate each Proposer's overall experience, expertise, qualifications and ability to deliver Translation & Interpretation Services in accordance with the requirements and obligations of this RFP and any subsequent contract. Each proposal shall also include any other information or explanations that the Proposer deems significant with respect to the EAA making an informed decision relative to their proposal.

Exceptions: Any exceptions to the terms and conditions contained in this RFP or the form of any subsequent contract entered into by the parties, or any other special considerations or conditions requested or required by the Proposer MUST be specifically enumerated by the Proposer and be submitted as part their proposal, together with an explanation as to the reason such terms and conditions of the RFP or resulting contract cannot be met by, or, in the Proposer's opinion, are not applicable to, the Proposer. The Proposer shall be required and expected to meet the specifications and requirements as set forth in this RFP and resulting contract in their entirety, except to the extent exceptions or special considerations or conditions are expressly set forth in the Proposer's proposal, and those exceptions or special considerations or conditions are expressly accepted by the EAA. All pricing factors must be clearly indicated in the Proposer's proposal.

<u>Background Cover Letter:</u> A cover letter with background information regarding the Proposer must be included, which should serve as an introduction of the Proposer and the services they are able to provide to the EAA, on business letterhead.

Background and Qualifications: Background information and qualifications of any and all personnel who will be involved in carrying out and/or performing the services required under this RFP and any subsequent contract, must be provided. Please also provide a description as to the chain of command and/or reporting relationships within your organization. To the extent that an organizational chart is available, please also include this in your proposal.

<u>References:</u> Each proposal must include detailed evidence that the Proposer is currently providing similar services for other PK-12 public school districts or educational institutions. The Proposer must provide this information, including contact names, addresses, phone numbers of those individuals at other districts and/or educational entities that have knowledge of your experience. Please also include a description as to the type and scope of services provided to these entities. In addition, a detailed explanation as to the similarity in services performed for other school districts of similar size and scope as the EAA would be helpful.

<u>Financial Reports:</u> Documentation of sufficient financial resources and capacity to provide the services requested hereunder. This documentation shall include an audited financial report for the three (3) most recent fiscal years of the Proposer. If unavailable, please clearly state the reason as to the unavailability of said documentation and provide equivalent alternative financial materials upon submission of your proposal.

<u>Compliance with Laws and Regulations:</u> Each Proposer must demonstrate their understanding and ability to comply with all regulations, codes, ordinances local, state, and/or federal laws that apply to the requirements and/or obligations contemplated by this RFP and/or resulting contract, which includes, but is not limited to, IDEA, FERPA, the Michigan Revised School Code and any rules and regulations promulgated thereunder.

<u>Other:</u> Describe any other resources to be provided by the Proposer, which are not outlined above, which may demonstrate or enhance the Proposer's ability to carry out the services required under this RFP and any subsequent contract the EAA and the Proposer may enter into.

Litigation and Regulatory Proceedings: List all litigation or regulatory proceedings the Proposer may have been a party to, and/or involved in, during the past five (5) years, within the state of Michigan and within whichever state Proposer performs the majority of its contracts, if different from Michigan. Please only provide information as to litigation and regulatory proceedings that may have involved contract disputes and/or negligence actions involving: (i) school districts in which the Proposer has been a service provider; (ii) issues as to supplies, equipment or services similar to those requested in this RFP; (iii) noncompliance of the Proposer's reporting or documentation requirements, alleged poor working conditions of the Proposer and/or unlawful employment practices under the Occupational Safety and Health Act, Title VII or other applicable state and federal laws; or (iv) any suits whereby an employee of the Proposer was found to have mistreated students in any manner. It is contemplated under this RFP that workers' compensation and unemployment proceedings are not included in this requirement.

<u>Training:</u> Fully describe, and provide evidence and scope of, Proposer's formalized inservice training and educational programs for all of its employees.

<u>Agreement to be Bound:</u> All Proposers will be required to provide a signed letter setting forth the Proposer's agreement to be bound by the terms and conditions of this RFP.

<u>Pricing:</u> Proposers should provide substantiation and an explanation of costs associated with the work being proposed by the Proposer.

VI. Selection Criteria

A selection committee will review and score all proposals. The following information, in addition to the requirements, terms and conditions identified throughout this RFP, may be included in the selection process:

<u>Oral Interviews</u>: The EAA may require Proposers to participate in an oral interview and negotiation process to discuss their proposal and to answer any questions the EAA may have regarding their proposal. If this is requested, the EAA will notify the Proposer by contacting the individual(s) identified in their proposal. It is anticipated that interviews will be scheduled <u>during the week of January 26, 2015</u>. If selected to participate in an oral interview, the Proposer(s) should be prepared to make a presentation to the selection committee for no more than twenty (20) minutes.

VII. Instructions to Proposers

Proposal Schedule:

The EAA's <u>anticipated timeline</u> for its selection process is:

Issuance of this RFP January 13, 2015

DUE DATE FOR PROPOSALS

1 p.m. – January 21, 2015

Proposer interviews and presentations to the EAA's selection committee

Week of January 26, 2015

PLEASE NOTE: The EAA reserves the right, in its sole and absolute discretion, to make modifications to the above selection timeline as it determines to be in its best interest. During the period from your organization's receipt of this RFP, and until a contract is awarded, your organization shall not contact any employee of the EAA for additional information, except in writing (including e-mail), directed to the Procurement Contact listed on the cover page of this document, at Education Achievement Authority of Michigan, 300 River Place, Suite 3600, Detroit, MI 48207. Your organization assumes the risk of any delay in the mail. Whether sent by mail or by means of personal delivery, your organization assumes responsibility for having your proposal deposited on time.

Questions: Questions for the purpose of clarifying this RFP must be submitted via www.buy4michigan.com. All answers to questions received will be posted on www.buy4michigan.com.

VIII. Contractual Obligations

This RFP is not a contract and, alone, shall not be interpreted as such. Rather, this RFP only serves as the instrument through which proposals are solicited. The EAA will pursue negotiations with the highest scoring proposer(s). If, for some reason, the EAA and the highest scoring proposer(s) fail to agree to a contract, then the EAA may commence contract negotiations with other Proposers. The EAA may decide, at any time, to start the RFP process again.

<u>Insurance Certificates:</u> An Insurance Certificate evidencing all insurance coverage required, as outlined herein, will be required.

<u>Services:</u> The Proposer shall agree to perform all of the services contemplated by this RFP and any subsequent contract that the parties may enter into.

<u>Personnel/Staffing Levels:</u> Throughout the initial term, and any renewal term(s) which may be exercised under a resulting contract, the Proposer shall provide all of its personnel (including management, supervision, related administrative personnel necessary for the provision of services) with any and all requisite training. The Proposer shall also recruit, ensure that background checks are performed, employ, compensate, and supervise all staff provided to the EAA.

<u>Fingerprinting and Background Checks:</u> The Proposer and all of its employees and agents providing services to the EAA shall meet the requirements of the School Safety Initiative Legislation, being MCL 380.1230, 380.1230a, 380.1230c, 380.1230d and 380.1230g.

<u>Hold Harmless/Indemnification:</u> The Proposer shall indemnify, defend and hold the EAA harmless pursuant to the terms and conditions of any subsequent contract the parties may enter into.

Compliance with Laws: The Proposer shall comply, and ensure that their employees and agents performing services for the EAA comply, with any and all federal, state and local laws, rules, ordinances, policies and regulations, including any licensing and permitting requirements, applicable to providing the services anticipated in this RFP and any subsequent contract. The Proposer, including their employees and agents, shall be required to acknowledge the EAA's policies and procedures concerning appropriate behavior of persons in its facilities and, on its properties, including for example, policies related to sexual harassment, EEO and workplace conduct, and shall comply with all such policies and procedures. Additionally, all services must be provided in compliance with IDEA and FERPA. The Proposer shall be responsible and liable for the safety, injury and health of its personnel/employees while its personnel/employees are performing services for the EAA.

IX. RFP Rubric

Proposer	Total Score:
	/60

Section	1-Below	2-Partially Meets	3-Meets	4-Exceeds
Description of	Offers insufficient	Offers a somewhat clear	Offers a comprehensive and	Offers an exceptionally
Service Model	information regarding the	explanation of the	well-written explanation of	clear, comprehensive,
and Approach	organization's model and	organization's services	the organization's services	and compelling
	approach to delivering	that could be	solicited through the RFP.	description of the
	the services solicited	strengthened by greater		organization's services
	through the RFP.	detail and specificity.		solicited through the RFP.
Experience	Provides insufficient	Provides some evidence	Provides sufficient evidence	Provides ample evidence
and Track	evidence of the	to suggest the	to validate the	of the organization's
Record	organization's ability to	organization's ability to	organization's ability to	ability to satisfactorily
	satisfactorily provide the	satisfactorily provide the	satisfactorily provide the	provide the requested
	requested services in a	requested services in a	requested services in a	services in a school
	school setting.	school setting.	school setting.	setting.
Staffing Model	Provides insufficient	Provides some	Articulates the	Fully describes the
	information regarding the	information to describe	organization's leadership	organization's leadership
	organization's leadership	the organization's	structure and proposed	structure and proposed
	structure and staffing	leadership structure and	plans to staff the	plans to staff the
	model for the	staffing model for the	engagement with	engagement with
	engagement outlined in	engagement outlined in	experienced and talented	experienced and talented
	the RFP.	the RFP.	professionals.	professionals.
Cost	Fails to provide cost	Provides some cost	Provides adequate cost	Provides clear and
Information	information and/or cost	information; however,	information, including a	sufficient cost
	information is unclear	the presentation may be	breakdown of the proposed	information aligned to
	and lacks alignment with	disorganized or lack detail	services aligned to the RFP.	the proposed services,
	the organization's	and alignment to the		showing justifications for
	proposed services.	services requested		all costs.
		through the RFP.		

Section	Score	Weighting	Total Points
Description of			
Service Model and		x5	/ 20
Approach			
Experience and Track			
Record		х5	/ 20
Staffing Model			
		х3	/ 12
Cost Information			
		x2	/8
		Total Score:	/ 60

EDUCATION ACHIEVEMENT AUTHORITY OF MICHIGAN

REQUEST FOR PROPOSALS

FOR

TRANSLATION & INTERPRETATION SERVICES

ATTACHMENTS

Attachment A — Familial Disclosure Affidavit

Attachment B — Pricing

EDUCATION ACHIEVEMENT AUTHORITY OF MICHIGAN

REQUEST FOR PROPOSALS FOR TRANSLATION & INTERPRETATION SERVICES

ATTACHMENT A - Familial Disclosure Affidavit

Familial Disclosure Affidavit

"Proposer"), pursuant to the fa Achievement Authority of Mich Interpretation Services, hereby familial relationships exist betw	milial disclosure re nigan's (the "EAA") represents and wa veen the owner or	officer of quirement provided in the Educat Request for Proposal – Translation arrants that, except as provided be any employee of the Proposer, an incellor of the EAA, or any other E	n & elow, no d any
List any Familial Relation	onships:		
		Proposer	
		Ву:	
		Its:	
Dated:			
Subscribed and sworn to before me this day of,	2015		
The this day of,	2013		
Notary Public			
County, State of Mi	chigan		
My commission expires:			

EDUCATION ACHIEVEMENT AUTHORITY OF MICHIGAN

REQUEST FOR PROPOSALS FOR TRANSLATION & INTERPRETATION SERVICES

ATTACHMENT B - Pricing

Pricing

Proposer will provide pricing all-inclusive of labor, materials, supplies, travel and any other necessary items.

Service	Pricing
Document Translation	Per Page
Interpreters	Per Hour
Interpreters for the Deaf and Hard of Hearing	Per Hour
Remote/Electronic/Video	Per Hour